Welcome and Induction Pack for New Staff

Welcome to the Student Services Department. This is a “Welcome and Induction Pack” to get you started on finding your way about the University, the Student Services Department and your Section or Service. It is for you if you are:

- new to the Student Services Department;
- altogether new to the University;
- a member of staff returning from a long term (6 months or more) absence (maternity, secondment, unpaid leave etc.)

The information contained within this pack is designed to make you aware of, and point you to, the strategies, policies and procedures which may be relevant to you as a member of the Student Services Department, or more generally as a member of staff at the University of Sheffield.

The pack is divided into seven separate sections. In it, you will find information about the University, the Department and your own Section or Service. An Induction Checklist and Questionnaire are also included. This pack should complement your induction programme which will be arranged by your section, involving your line manager as required. It may be that not all the information contained within this pack is relevant to you, and your Head of Section or line manager will make a judgement as to which areas will form part of your induction programme. However, it serves as a useful reference list for you to check that all the relevant information has been covered as part of your induction. Please speak with your line manager in the first instance if you feel that your induction has not covered all relevant areas.

Any comments about the content, overall format of this pack, and/or suggestions of ways in which it could be augmented and improved, should be emailed to Ana Kingston (A.Kingston@sheffield.ac.uk). You can also submit a comment to members of the departmental Staff Development Group www.shef.ac.uk/ssd/staff/training/training_group.html

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1. INDUCTION CHECKLIST

As part of your induction programme, the following points may be covered in the first few days. The tick-boxes are designed to help you check that relevant actions have been taken. It is expected that the items of general induction to the University and Section will be followed up with more specific training relating to your specific role and responsibilities.

### Your Job / Your Role

- Communication e.g. letter, email, telephone call before or on arrival, welcoming you to the Section, including an invitation for coffee/lunch with appropriate colleagues
- Contractual information (e.g. staffing procedures, etc, available via the Human Resources Department Web pages [www.shef.ac.uk/hr](http://www.shef.ac.uk/hr))
- Salary information - Salaries Office
- Staff UCard application
- Holiday arrangements, including use of MyJob or Holiday Request Form
- Annual leave [www.shef.ac.uk/hr/guidance/leave/annual.html](http://www.shef.ac.uk/hr/guidance/leave/annual.html)
- Sickness procedures [www.shef.ac.uk/hr/guidance/eamp/samp.html](http://www.shef.ac.uk/hr/guidance/eamp/samp.html)
- Health and Safety induction [www.shef.ac.uk/hs/induction](http://www.shef.ac.uk/hs/induction) including emergency procedures, fire exits, location of first aid, accident procedures, panic buttons and compulsory fire training [www.shef.ac.uk/firetraining/welcome.do](http://www.shef.ac.uk/firetraining/welcome.do)
- Out of Hours procedures and training [www.sheffield.ac.uk/hs/online-training/ohh](http://www.sheffield.ac.uk/hs/online-training/ohh)
- University Financial Directives [www.shef.ac.uk/finance/regulations](http://www.shef.ac.uk/finance/regulations)
- Training opportunities, departmental training information and use of report forms. See [www.shef.ac.uk/ssd/training/](http://www.shef.ac.uk/ssd/training/)
- Anti- Bribery statement. See [http://www.shef.ac.uk/hr/guidance/eamp/anti_bribery](http://www.shef.ac.uk/hr/guidance/eamp/anti_bribery)
- Use of MyPurchase (SAP) – Head of Section signs to enable access to system
- Use of MyJob/MyTeam
- Use of MyCalendar [www.shef.ac.uk/cics/calendar](http://www.shef.ac.uk/cics/calendar)
- Use of Email – including creating personal signature and setting up vacation messages
- Professional Services information [www.sheffield.ac.uk/departments/professional-services](http://www.sheffield.ac.uk/departments/professional-services)

### Your Section / Local Working Practices

- Introduction to colleagues
- Tour of building/work area, including toilets, kitchen, tea/coffee arrangements
- Flexible hours, times of lunch etc
- Team or section structure and management reporting lines
- Local Health and Safety procedures, including location of emergency exits, fire extinguishers and assembly point, and First Aid box
- Building(s)/room(s) access
- Job Summaries/responsibility lists for relevant members of your team
- Security, keys, burglar alarms, door alarm codes etc
- Personal emergency contact details to named colleague in your Section/Service
- Use of telephones, including audix and arrangements for personal calls, including setting up vacation messages [www.shef.ac.uk/cics/phones/audix.html](http://www.shef.ac.uk/cics/phones/audix.html)
- Use of photocopier and printer setup
- Passwords – network/CIS/CIES, photocopier, printer(s), audix etc
- Use of Corporate Information System, where appropriate – designated colleague signs off form to enable access to system
- Driving licence check (if required)

### Other Information

- Location of nearest shops, services, etc
- Car parking information [www.shef.ac.uk/parkingservices/information](http://www.shef.ac.uk/parkingservices/information) and permit application [www.shef.ac.uk/parkingservices/apply](http://www.shef.ac.uk/parkingservices/apply)
- University Data Protection Policies [www.shef.ac.uk/cics/dataprotection](http://www.shef.ac.uk/cics/dataprotection)
- Trades Union and Professional Association membership see [www.shef.ac.uk/hr/aboutus/weblinks/links](http://www.shef.ac.uk/hr/aboutus/weblinks/links)

- Agree a date with your manager for a one month review from start date to ensure everything is going well, check induction, training and raise any other issues.
2. INFORMATION ABOUT YOUR OWN SECTION/SERVICE

Your section will provide you with additional, role and Section-specific information, which will complement your programme of induction into Student Services. Additional information provided by your Section might include:

- Structure of the section/service, including staff list/contacts, etc, including details of any key contact/mentor/buddy (where appropriate)
- General working practices such as:
  - hours of work and dress code;
  - team/section rotas;
  - management reporting lines;
  - flexible working, or time off in lieu, arrangements
  - team-working ethos and expectations
  - start of/end of day procedures;
  - access/location to shared drive/directory;
  - location of office stationery and photocopying/printing facilities
  - information on regular meetings within the section
  - information-sharing/communication mechanisms
- Any University procedures which are particularly relevant (e.g. aspects of the financial directives), including those regarding leave which are detailed at: www.shef.ac.uk/hr/guidance/leave
- Process of acquiring access to, and training in, the relevant University systems (see Section on Information about the University, Computing Services Induction & Support)
- Process of acquiring a name badge and, if appropriate, business cards and compliment slips
- Conventions in dealing with:
  - correspondence and paperwork, including use of department/section letterhead
  - telephone/other enquiries
  - internal and external post
- The annual section or service Development Plan
- Office systems and procedures
- Job specific information/resources, including:
  - formal/informal links with other sections
  - list of key contacts in both professional services and faculties/academic departments
  - useful jargon/glossaries of relevant terms/list of acronyms
  - expectations about, and any restrictions on, annual leave
  - training and development opportunities
- For roles involving staff management, the Student Services People Management Statement available at www.sheffield.ac.uk/sss/staff/training/people_management
- For customer-facing roles particularly, the Student Services Department’s:
  - expected standards of customer service
  - training on customer service
  - “Guidelines on Managing Inappropriate Behaviour” which are available at: www.sheffield.ac.uk/sss/improvement
- Where roles are faculty-facing, opportunities to meet key staff in faculty(ies) and departments, highlighting also opportunities for shadowing and training in relevant faculty/departmental activity(ies)
- Your job summary, the Staff Review and Development Scheme (SRDS) and objective-setting
- Information about incident management/business continuity planning, and the communication procedures in such an event.
3. INFORMATION ABOUT THE STUDENT SERVICES DEPARTMENT

Student Services is one of the professional service departments of the University. The Student Services Department comprises the following sections:

- Student Recruitment, Admissions and International Relations
- Academic and Learning Services
- Student Support and Wellbeing
- Student Development
- English Language Teaching Centre

The heads of these sections report to the Director of Student Services.

You can view the full detail of the Student Services structure, along with the location of individual Sections or Teams within that structure, at: www.shef.ac.uk/ssd/structure

Information about Student Services

- Information for Student Services staff is available at www.shef.ac.uk/ssd/staff. You will find information on relevant policies, opportunities for training and development, issues relating to equality and diversity as well as details of our expectations relating to management in the department www.sheffield.ac.uk/ssd/staff/training/people_management

- Podcasts in which members of staff in the Student Services Department introduce themselves and say a few words about their role and the work of their office or section are available at www.shef.ac.uk/ssd/staff/training/podcast.html. The podcasts are particularly intended for new staff, to help learn more about the work of the department and to point you in the direction of further sources of support and information.

- The Student Services Information Desk (SSID), based on Level 4 of the Students’ Union Building, is the first point of contact for the department. The SSID web pages are a very useful source of student-related information www.shef.ac.uk/ssid/

- The departmental web pages (www.shef.ac.uk/ssd) provide further details of departmental organisation, staff contacts and responsibilities.

- Information on the departmental strategy and development projects is available at www.shef.ac.uk/ssd/student-services-strategy. A copy of the strategy is included in your pack; this should be used as an ongoing reference tool, which serves to set your Section’s role, and your own role, in the wider departmental context.

- Information on the departmental Student Support strategy is available at http://www.shef.ac.uk/ssd/policy/support. The strategy considers all forms of support, including within academic departments.

- The Student Services “A to Z Guide” webpages (www.shef.ac.uk/ssd/atoz.html) are another useful source of information and guidance about a variety of topics, procedures and processes.

- A departmental staff newsletter entitled “The Connection” is produced three times a year and circulated to all staff www.shef.ac.uk/ssd/staff/connection.html. Representatives from each section or service contribute to the newsletter which includes articles about work related activities and events, and about staff’s interests out of work.
Student Services is committed to providing quality services and customer care. Core to this objective is its work on service evaluation, monitoring and improvement. Leading this area of departmental activity are the Department’s Service Improvement Team (SIT), and a network of SIT Ambassadors. More information about the Department’s service improvement objectives and the role of SIT Ambassadors at www.shef.ac.uk/ssd/improvement and www.shef.ac.uk/ssd/improvement/sit

Staff Development in Student Services

- The Student Services Department is firmly committed to effective staff development. Full details of our approach can be found on our website for University staff www.shef.ac.uk/ssd/welcome.html/

- Details of opportunities for training and development, including work shadowing, within Student Services, and of the relevant policies and online resources, are given at: www.shef.ac.uk/ssd/staff/training

- Student Services run a “Meet the Neighbours” scheme which offers a great opportunity for new staff in particular to meet colleagues from other sections, to share information and improve communication links. It provides an opening to learn more about the wider department, including the range of responsibilities and current priorities within each section. Please ask your line manager for more information if you are interested in taking part.

- We also operate a Placement and Secondments Scheme (PASS), details of which can be found at www.shef.ac.uk/ssd/staff/training/pass This scheme gives staff in Student Services the opportunity to undertake short-term (up to one week) secondments in other areas of the department.

- We run two broad staff development programmes Supporting the Supporters www.shef.ac.uk/ssd/supsup and Recruitment Matters www.shef.ac.uk/ssd/recruitment. These programmes are aimed at staff based in faculties and academic departments with responsibilities in student recruitment, administration and support, but may also be helpful to you. Some sessions provide training in the use of the University’s systems to support specific areas of Student Services activity, such as in navigating and using the CIS Student Record or the CRM system, which may be directly relevant to your role.

- We also produce three booklets which are primarily aimed at staff in academic departments and faculties, but which are helpful to new staff in Student Services too. A copy each of Supporting Our Students, Recruiting Our Students and Support for Teaching are included in this pack. Further copies can be requested at www.sheffield.ac.uk/ssd/publications/listings

- Learning and Teaching Services (LeTs) offer professional development in learning and teaching for staff with teaching responsibilities. More information is available at: www.sheffield.ac.uk/lets/cpd
4. INFORMATION ABOUT THE UNIVERSITY

Human Resources/Staffing Information

- All new staff are encouraged to make use of the University's induction material which is available [www.sheffield.ac.uk/hr/sld/newstaff](http://www.sheffield.ac.uk/hr/sld/newstaff). In particular, it is useful to read the information provided within the Welcome Pack pages at [www.sheffield.ac.uk/hr/sld/newstaff/welcomepack](http://www.sheffield.ac.uk/hr/sld/newstaff/welcomepack).

- As a new member of staff, you should familiarise yourself with University procedures relating to finance, staffing policies, equal opportunities, etc. These can be accessed from the "Staff" link on the University's home page. Ask your line manager/supervisor to point out any particularly relevant aspects. You may find it particularly useful to bookmark the University's Human Resources pages for reference as they contain an A-Z of the University's Policies and Procedures ([www.sheffield.ac.uk/hr/az](http://www.sheffield.ac.uk/hr/az)), information about staff training and development and the Staff Review and Development Scheme (SRDS). Information on the various types of leave (sickness, annual, maternity/paternity, additional etc.) and corresponding procedures, is given at: [www.sheffield.ac.uk/hr/guidance/leave](http://www.sheffield.ac.uk/hr/guidance/leave). See also [www.sheffield.ac.uk/hr](http://www.sheffield.ac.uk/hr).

- Staff appointed to Grades 7 - 9 may find the following University web pages useful [www.sheffield.ac.uk/hr/sd/man](http://www.sheffield.ac.uk/hr/sd/man).

- The "Staff" option from the University's home page also contains many useful links, including a link to each of the professional service departments or sections, a facility to search for staff addresses/email/extensions (click on "Internal Phone Directory" or "People directory") and links to university resources such as email and how to claim expenses.

Computing Services Induction & Support

- Corporate Information and Computing Services (CiCS) provide an online induction, training sessions and documentation to help new staff get started with using University systems and IT services. Even the most IT literate staff member starting work at the University will benefit from finding out about the specifics of University computing, the software and systems used and the security measures in place. You will find all CiCS induction material, training and services information, and documentation at [www.shef.ac.uk/cics/training/induction](http://www.shef.ac.uk/cics/training/induction) although the online CiCS Staff Induction Presentation should be viewed via the web browser Mozilla Firefox.

- CiCS also produce a handbook for University staff which contains useful information about connecting to the University network, using telephone and email services, and handling personal information. It also contains information on MUSE, printing, data storage and the CiCS Helpdesk. The booklet is handed out to new staff as you register for your UCard at the Computing Centre. A PDF version is viewable online at: [www.cics.dept.shef.ac.uk/documentation/newstaff.pdf](http://www.cics.dept.shef.ac.uk/documentation/newstaff.pdf).

Other Sources Of Information About The University

- Overall leadership of the University is provided by the University Executive Board (UEB). Information about the UEB's role and its members can be seen at [www.sheffield.ac.uk/ueb/](http://www.sheffield.ac.uk/ueb/).

- Information on Professional Services and its structure is available at [www.shef.ac.uk/departments/professional-services](http://www.shef.ac.uk/departments/professional-services).
• For up-to-date University news, consult the University’s web-based newsletter “Overview” www.sheffield.ac.uk/overview

• The ‘About the University’ web page www.sheffield.ac.uk/about/ includes useful links to university information such as the governance structure of the University, details of the Officers of the University (i.e. the senior members of staff), historical notes on the foundation and development of the University and some facts and figures.

• The University’s Annual Report www.sheffield.ac.uk/about/annualreport.html gives an overview of University activities.

• The Undergraduate, Postgraduate Taught and Postgraduate Research Prospectuses also contain general reference information about the University. On-line material is available at www.sheffield.ac.uk/prospective

• The University’s News page www.sheffield.ac.uk/news provides the latest set of University news stories and items. It contains guidance for staff and students on dealing with the media alongside a media toolkit and some fast facts on its staff and student population.
5. USEFUL GENERAL INFORMATION

The following sources of useful general information may be of use. Please ask your line manager/supervisor if you need any more details:

- Student Services Department pages on the web www.sheffield.ac.uk/ssd/
- Student Services Information Desk (SSID) www.sheffield.ac.uk/ssid
- Student Handbook & Academic Diary (hard copy, produced by Student Support and Guidance)
- Student Services departmental newsletter, The Connection www.sheffield.ac.uk/ssd/staff/connection
- Human Resources’ Induction for New Staff Members www.sheffield.ac.uk/hr/sd
- The information for “Staff” website www.sheffield.ac.uk/staff/
- Staff Development web pages www.sheffield.ac.uk/hr/sd
- Staff Wellbeing Portal www.sheffield.ac.uk/hr/wellbeing
- CICS Staff training pages www.sheffield.ac.uk/cics/training
- University Calendar, which sets out the Charter, Statutes, Ordinances and Regulations of the University www.sheffield.ac.uk/govern/calendar/
- University Prospectuses www.sheffield.ac.uk/prospectus/
- The Institute for Lifelong Learning (TILL) course information www.sheffield.ac.uk/till/prospective/courses/our-courses
- Faculty Information www.sheffield.ac.uk/faculty
- Harassment Policy and Procedures: www.shef.ac.uk/hr/guidance/eamp/harassment
- Anti-Bribery Statement. See http://www.shef.ac.uk/hr/guidance/eamp/anti_bribery
- Health and Safety procedures www.sheffield.ac.uk/safety/
- Out of Hours Training www.sheffield.ac.uk/hs/online-training/ohh
- Data protection/confidentiality guidance www.sheffield.ac.uk/cics/dataprotection
- Information on Equality and Diversity www.sheffield.ac.uk/equalityanddiversity/
- Internal Telephone Directory www.sheffield.ac.uk/phone/nameSearch.do
- University location map www.sheffield.ac.uk/visitors/mapsandtravel/interactive-campus-map
- Information on the Library www.sheffield.ac.uk/library
- Information on Sport Sheffield (sports and recreation facilities) www.sport-sheffield.com/
- University News www.sheffield.ac.uk/news
- Green Impact www.sheffield.ac.uk/efm/engineeringmaintenance/energy_carbon-mgt/behaviourchange/aboutgreenimpact
6. **WELCOME BACK! CHECKLIST**

The following checklist has been compiled for existing members of staff returning from long term absences, such as maternity leave, secondment, unpaid leave etc. and who would benefit from some refresher information. Like the other induction material, it is not exhaustive or definitive. Your line manager may add or subtract the information contained in this pack as appropriate.

- □ Letter from Section Head or Line Manager, welcoming colleague back to the University, outlining any major changes and initiatives, changes to structure, staffing, policies etc.

- □ Copies of Student Services Development Plans, Annual Reports, Service Level Agreements (or equivalents), results of surveys relevant to area of work etc.

- □ Advice to reacquaint themselves with information specifically aimed at staff at [www.sheffield.ac.uk/staff/](http://www.sheffield.ac.uk/staff/)

- □ An invitation to email the Section Head or Line Manager (provide email link) with any queries or issues.

- □ An invitation for coffee or lunch for catch up chat during the first week or so (maybe include this in the welcome letter).
7. **INDUCTION QUESTIONNAIRE**

It is helpful to review the effectiveness of the induction programme some weeks after starting a new role. The following template questionnaire may be helpful in this context. You may wish to give some thought to the suggested questions below in advance of your induction review meeting. Alternatively or additionally, you could complete it and give it to your line manager as a means of providing more formal feedback on the various aspects of your induction.

1. **I was given information about the...**
   - Organisational structure of department
     - Enough
     - Too Little
     - None
   - Comments:

2. **I was well briefed on my own role**
   - Strongly agree
     - 1
     - 2
     - 3
     - 4
     - 5
   - Strongly disagree
   - Comments:

3. **I was well briefed on how my role fitted into the wider team/department**
   - Strongly agree
     - 1
     - 2
     - 3
     - 4
     - 5
   - Strongly disagree
   - Comments:

4. **I received enough information to allow me to settle in quickly**
   - Strongly agree
     - 1
     - 2
     - 3
     - 4
     - 5
   - Strongly disagree
   - Comments:

5. **I was introduced to all my colleagues throughout the Section**
   - Yes
   - No
   - Comments:

6. **I was introduced to colleagues outside my Section with whom I am likely to come into contact in the course of my work**
   - Most
   - Some
   - None
   - Comments:
7. I felt welcomed and supported when I joined the department

   |   |   |   |   |   |
   | Strongly agree | 1 | 2 | 3 | 4 | 5 |

   |   |   |   |   |   |
   | Strongly disagree |

Comments:_______________________________________________________________________________________

8. I was well briefed on where to find the information I need to do my job

   |   |   |   |   |   |
   | Strongly agree | 1 | 2 | 3 | 4 | 5 |

   |   |   |   |   |   |
   | Strongly disagree |

Comments:_______________________________________________________________________________________

9. (IF NEW TO HIGHER EDUCATION) I was given adequate background information on the HE sector to enable me to do my job (e.g. prospectus/bookets, etc)

   |   |   |   |   |   |
   | Strongly agree | 1 | 2 | 3 | 4 | 5 |

   |   |   |   |   |   |
   | Strongly disagree |

Comments:_______________________________________________________________________________________

10. I have been given information about...

   University induction information (www.sheffield.ac.uk/hr/sld/newstaff)

   |   |   |   |
   | Enough | Too Little | None |

   Departmental procedures and practices including:

   Holiday entitlement and requests

   |   |   |   |
   |   | Too Little | None |

   Sickness reporting

   |   |   |   |
   |   | Too Little | None |

   Team meetings

   |   |   |   |
   |   | Too Little | None |

   Customer Service/enquiry handling procedures

   |   |   |   |
   |   | Too Little | None |

   Staff Review and Development Scheme (SRDS)

   |   |   |   |
   |   | Too Little | None |

   Human Resources Policies and Procedures

   |   |   |   |
   |   | Too Little | None |

   University website and where to find useful information

   |   |   |   |
   |   | Too Little | None |

   Health and safety induction (www.shef.ac.uk/hs/induction)

   (www.shef.ac.uk/firetraining/welcome.do)

   Security and alarm systems

   |   |   |   |
   |   | Too Little | None |

   Internal post system

   |   |   |   |
   |   | Too Little | None |

   Personal phone calls (1919)

   |   |   |   |
   |   | Too Little | None |
11. **I have arranged or had arranged for me...**

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<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
<th>n/a</th>
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<tbody>
<tr>
<td>Office tour</td>
<td></td>
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<tr>
<td>Meetings with my line manager</td>
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<td></td>
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<tr>
<td>IT training, eg email</td>
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<tr>
<td>SAP training, where relevant</td>
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<tr>
<td>Telephone training</td>
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<tr>
<td>Tour/directions to relevant buildings</td>
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<tr>
<td>Fire Training</td>
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13. **Is there anything else you would have found useful to be included during your induction?**

   
   Comments:

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January 2013